

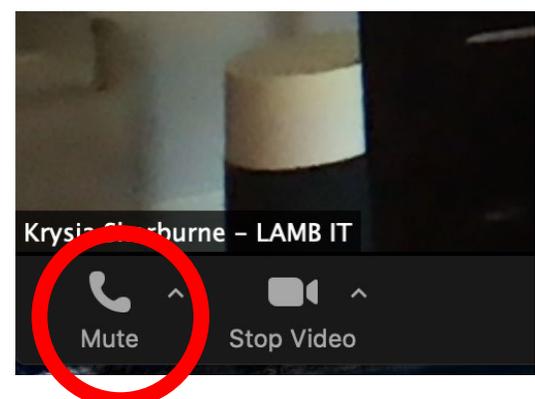
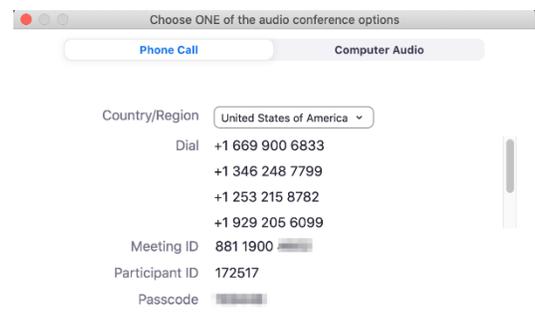
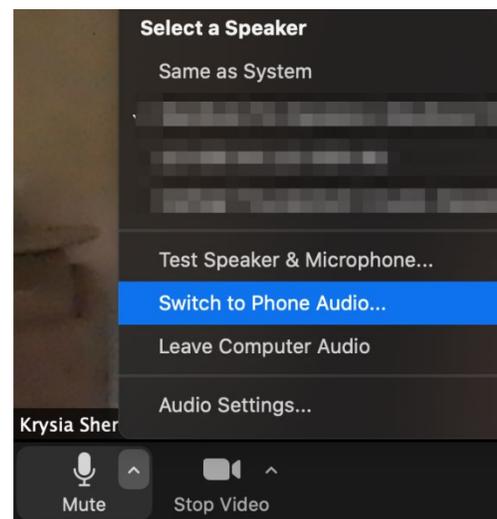
# SWITCHING TO PHONE AUDIO DURING A ZOOM VIDEOCONFERENCE HEARING

If you experience poor internet connectivity during a videoconference hearing, your audio quality may be affected. Because it is necessary to have clear audio for the official court record, the Judge or Courtroom Deputy will ask you to switch from “Device Audio” to “Phone Audio” if your internet connectivity is affecting the clarity of your audio.

When you switch from “Device Audio” to “Phone Audio,” your webcam will still display in the Zoom meeting, and you will be able to see all participants on screen. Your computer microphone and speakers will no longer be used by Zoom, and your phone will be used for these functions instead. These instructions are compatible with both traditional handsets and smartphones/cell phones.

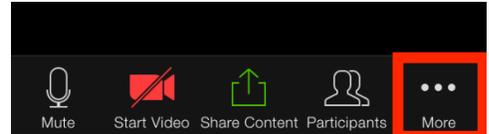
## On a computer

1. In the lower left corner of the Zoom window, click the arrow next to the microphone icon to open the Zoom audio options. Click **Switch to Phone Audio**.
2. A dialog box will appear with the necessary information to join the meeting via phone audio. Dial the provided phone number from your phone, then follow the verbal prompts:
  - a. On your phone keypad, dial the meeting ID shown on your screen, followed by #
  - b. Then, dial the participant ID shown your the screen, followed by #
3. When you have joined successfully, you will hear the meeting audio from your phone. No audio will be heard from your computer. You can still use the Zoom desktop interface to mute and unmute yourself if desired, by clicking the Phone icon in the lower left corner.

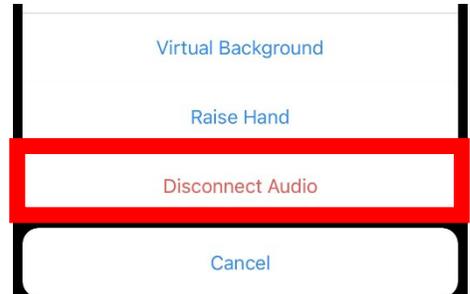


## On a smartphone or tablet

1. Tap anywhere on the screen to bring up the call controls if they are not visible. Tap the “More” button on the far right.



2. Tap “Disconnect Audio” on the menu that appears.



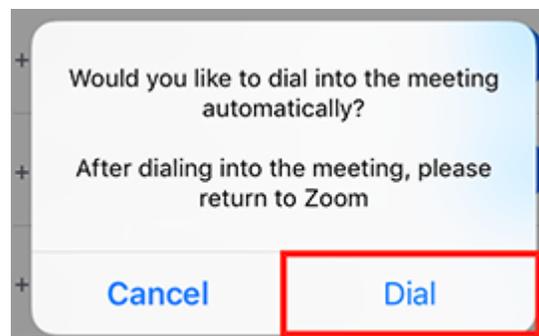
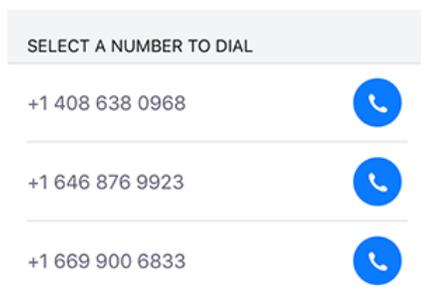
3. Tap “Join Audio” in the lower left corner.



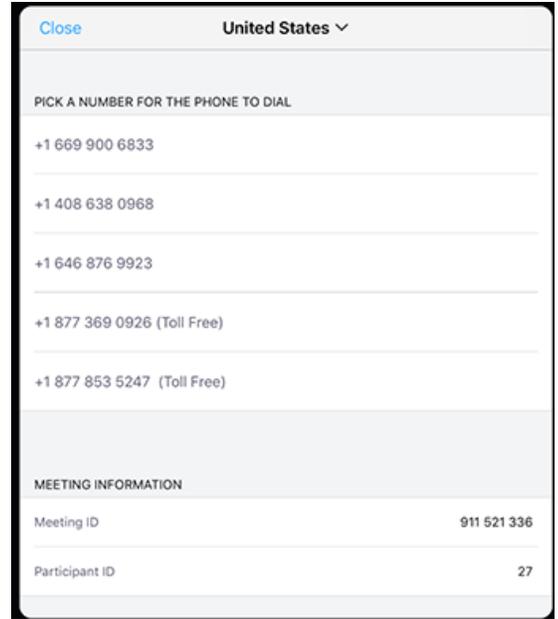
4. Tap “Dial In.”



5. **If you are using a smartphone:** follow the prompts by tapping a number to call (it does not matter which one you select), then allow Zoom to dial the meeting ID and participant ID for you. Then, return to the Zoom app.



6. **If you are using a tablet:** A dialog box will appear showing the necessary information to join the meeting audio via phone. On your phone keypad, dial one of the numbers provided. Then, enter your meeting ID, followed by #. Enter your participant ID, followed by #. Enter the passcode, if prompted, followed by #. Tap Close after dialing in.



Close United States ▾

PICK A NUMBER FOR THE PHONE TO DIAL

+1 669 900 6833

+1 408 638 0968

+1 646 876 9923

+1 877 369 0926 (Toll Free)

+1 877 853 5247 (Toll Free)

MEETING INFORMATION

Meeting ID 911 521 336

Participant ID 27